

A PDF of this newsletter and previous ones can be found by logging in to ServiceNet and clicking on the [ElsaWeb Newsletter](#) section in the Technician References menu.

VW ElsaWeb Newsletter



Das Auto.

Edition 27: March 18, 2013

Content

- [Introduction of Pending Service Solutions](#)
- [Submit Your Article Suggestions](#)
- [Feedback Corner](#)
- [Technical Bulletins](#)
- [Pending Service Solutions](#)
- [Tech Tips](#)
- [Campaigns](#)
- [Updates](#)
- [Suggestions](#)



Introduction of Pending Service Solutions

By now, you have all heard about the Pending Service Solutions (PSS) tool. We created PSS in response to your requests to improve communication with those customers who have issues for which there is currently no solution.

The PSS tool will be available April 3, 2013, by clicking the link in VW Hub under related sites. To learn more about PSS, take the Web-Based Training course 810134 in the Certification Resource Center on VWwebservice.com. We are confident that it will be another tool for ensuring customer satisfaction by keeping them informed of upcoming repair solutions.

Submit Your Article Suggestions

If you have any suggestions for topics that you would like to see covered, please email your ideas to vwoa.workshopinformation@vw.com.

Feedback Corner

This week's feedback is from Joe regarding 2013 Beetle Cabriolet wiring diagram. He states:

"T15/1 is not pictured, ground for left hand convertible top control module."

This feedback was reviewed by the Service Information Team and was fixed. We really appreciate you sending in feedback to help improve the quality of the repair information.

Feedback Status		
New	Completed	To Factory
19	21	0

[Back to top](#)

Technical Bulletins

26 13 02 - 2018962 Supersedes T. B. V260803 dated October 16, 2008 to include additional models and model year applicability. TDI Common Rail High Pitch Whine Noise after Switching Ignition OFF. Whining and/or clicking noises heard from engine compartment, or from under vehicle, after switching ignition off.

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta Sedan, Jetta Wagon, Jetta Sportwagen	2009–2013	2.0L TDI (CBEA, CJAA)	All	All	All
Golf	2010–2013	2.0L TDI (CJAA)	All	All	All
Passat	2012–2013	2.0L TDI (CKRA)	All	All	All
Beetle, Beetle Convertible	2013	2.0L TDI (CJAA)	All	All	All

With the implementation of the new “Clean Diesel Technology”, changes to the EGR system were implemented as compared to previous Diesel engines. After switching ignition off, the EGR system must go through an adaption of the valves to maintain calibration. These noises are considered normal and no repairs are necessary.

Production Solution: No production change required.

19 13 01 - 2022549 Supersedes T.B. V191201 dated April 20, 2012 to update model applicability. Electric Coolant Fans Continue to Run after Ignition is Switched OFF

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All except Routan	2005–2013	All	All	All	All

It is considered normal operation for the electric coolant fans to continue to run for up to 15 minutes after the ignition is switched off in gasoline engine applications, and up to 16 minutes in diesel engine applications.

Production Solution: No production change required.

01 13 09 - 2027780 Supersedes Technical Bulletin V011113 dated October 21, 2011 due to additional model year applicability. Update Programming to Eliminate Cold Start - Rough Idle Concern

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Touareg	2011–2012	3.6L (CGRA)	8 Speed Automatic / AL1000	All	All

Customers may complain of a rough running condition that occurs during cold start. DO NOT replace any parts for this condition. This condition as described does not affect vehicle performance or operation.

Production Solution: Improved software.

91 13 08 - 2033283 Radio Anti-Theft Codes

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2012	All	All	All	All

Starting in model year 2012 radios will come equipped with an anti-theft feature. Once a radio is installed in a vehicle, it learns the vehicle's VIN and cannot be used in another vehicle unless an anti-theft code is applied.

Production Solution: Change MY2012.

Pending Service Solutions

Pending Service Solutions coming soon.

[Back to top](#)

Tech Tips

Currently, the Service Information Team is working to move the Tech Tips to ElsaWeb. The Team has transferred the majority of the 2007–2012 Tech Tips to ElsaWeb and is continuing to work to transfer all Tech Tips over the next few months. The Team thanks you for your patience during this transition.

20-12-03TT -Jetta Sedan Equipped With TDI Engine – Fuel Gauge Does Not Read Full after Fueling March 15, 2013: Update to Information.

Model(s)	Year	Eng. Code	Trans. Code
Jetta Sedan	2011–2013	All	All

When diagnosing a customer concern of fuel gauge not reading full after fueling, start by checking for the presence of a transport cover over the fuel tank vent as shown in the picture below. Vent is located on filler neck and can be inspected by removing fuel door assembly. If cover is found over vent, inspect for damage to fuel tank and replace tank if needed. Ensure cover is not present on replacement fuel tank. If fuel tank is not damaged, remove cover over fuel tank vent and retest for customer concern. If cover is not present over vent, continue with normal diagnosis.

57-13-03TT -Passat – Enabling Auto-Unlock Feature

Model(s)	Year	Eng. Code	Trans. Code
Passat	2012–2013	All	All

After enabling the auto-unlock feature through the MFI, it is necessary to road test vehicle over 10 MPH. After vehicle has been driven over 10 MPH, place shifter in park, switch off ignition, open driver door, and verify all other doors unlock.

69-13-02TT - Beetle, Passat – Unable To Complete Basic Settings After J706 Passenger Occupant Detection System (PODS) Module Replacement, Faults B1022F0, B102254

Model(s)	Year	Eng. Code	Trans. Code
Jetta Sedan	2011–2013	All	All
Beetle, Passat	2012–2013	All	All

If Passenger Occupant Detection System (PODS) basic settings will not complete after module replacement, start by checking coax connector for fleece mat at module. Ensure coax cable is completely seated in connector housing and connector is properly seated in module. If coax connector is properly installed, check seat cover and padding for moisture. If moisture is found, completely dry all components of seat, and then retry basic settings test plan.

[Back to top](#)

Campaigns

No new campaigns in ElsaWeb

[Back to top](#)

Updates

No new updates in ElsaWeb.

[Back to top](#)

Suggestions:

Please send comments or suggestions to: vwoa.workshopinformation@vw.com

[Back to top](#)

© 2013 Volkswagen of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.